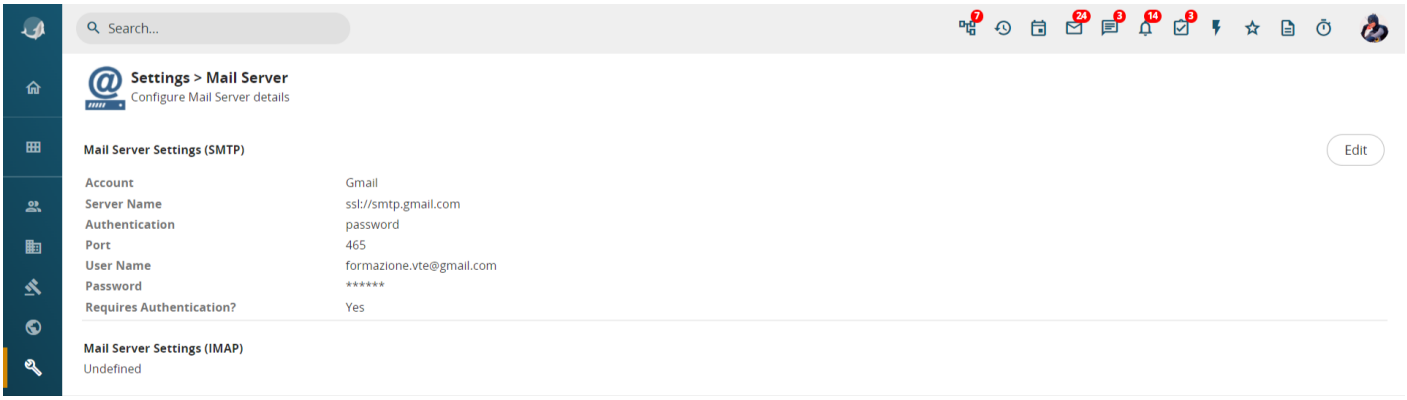
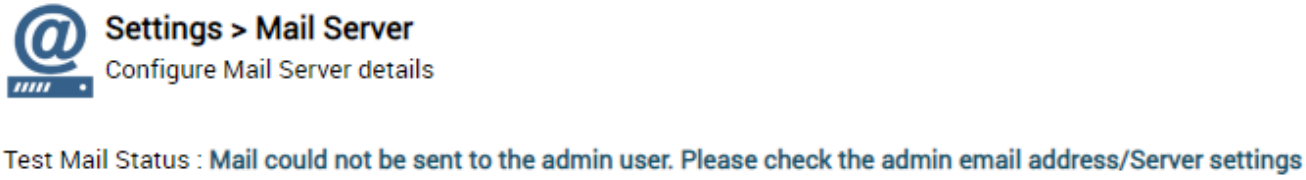
5.1 Outbound mail configuration (SMTP)

To activate the transmission of emails from CRM, fill in the SMTP server data in Settings > Mail server > Simple Mail Transfer Protocol (SMTP).



Account	choose the server type from among the ones on the list; if your mail server type is not included choose CUSTOM. Warning! If you use Gmail may not be possible to send email from addresses other than the one shown in this page.
Server Name	mail server address for SMTP access
Port	indicate the port; the system proposes the default port
User Name	indicate the account to log on to the mail server; usually the same as the complete email address. **Attention:** for a proper configuration, the username (mail address), must match with the mail address of the admin user. For this reason it should be modified (eventually just for the initial configuration) , the email address with the one set in the admin Preference.
Password	access password associated with the account
Requires Authentication	Yes/No

When you save the data the system will test the entered data, sending a mail to the admin user and an error message will be displayed if it was not possible to send the email (see example in figure).



The main causes that occurs in configuration errors in the smtp server are the following:

- Difference between the email set in the Admin user (visible in SETTINGS >PREFERENCE) and the email actually set in the smtp configuration. We strongly recomend to verify that: the username in the smtp (email address) must be exactly the same with the email address set in the admin Preference. For this reason it should be modified (eventually just for the initial configuration), the email address with the one set in the admin Preference;
- wrong server name;
- wrong port number;
- wrong password we remember as mentioned above to use the email password.

The SMTP server comes into play for personal emails in the Messages module as well as for sending newsletters: for this activity it is strongly suggested to have a dedicated SMTP server for mass mailing (see specific chapter).

N.B.: the mail servers on protected SSL port must be specified with the server name ssl://servername (e.g. ssl://smtps.aruba.it).

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